HYBRID RETRIEVAL ENGINE

Customer Query

Semantic Search

Embed Query
(text-embedding-3-small)

Lexical Search

BM25 Algorithm
k1=1.5, b=0.75

Cosine Similarity
Vector DB

Top 50
keyword matches

Top 50
semantic matches

Combine & Deduplicate

MMR Re-ranking
λ=0.7
(diversity vs relevance)

Top 10 Results
94% accuracy